

EXHIBIT "A" - CLEAN COPY OF AMENDED ABSTRACT

- - ABSTRACT

System of managing a plurality of communication devices is disclosed for optimizing the success rate of data access jobs and communication device usage efficiency. A system includes queued data access jobs. Each queued data access job is assigned to one of a plurality of communication devices. The assignments are made based on communication device availability. When a data access job is completed, the communication device is released for reassignment to another data access job. Script files are generated for each data access job to control the communication device operation. Unsuccessful data access jobs are aborted and then rescheduled or permanently or temporarily canceled. Reason-for-failure data for unsuccessful jobs is statistically compiled for trend analysis. The communication devices are analyzed based on successful and failed jobs and on the reason-for-failure data. A communication device is temporarily or permanently taken off-line after attaining a predetermined score.- -